



IMPLEMENTING A MULTI-CHANNEL FEEDBACK SYSTEM

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Manager Flight Safety
Air France

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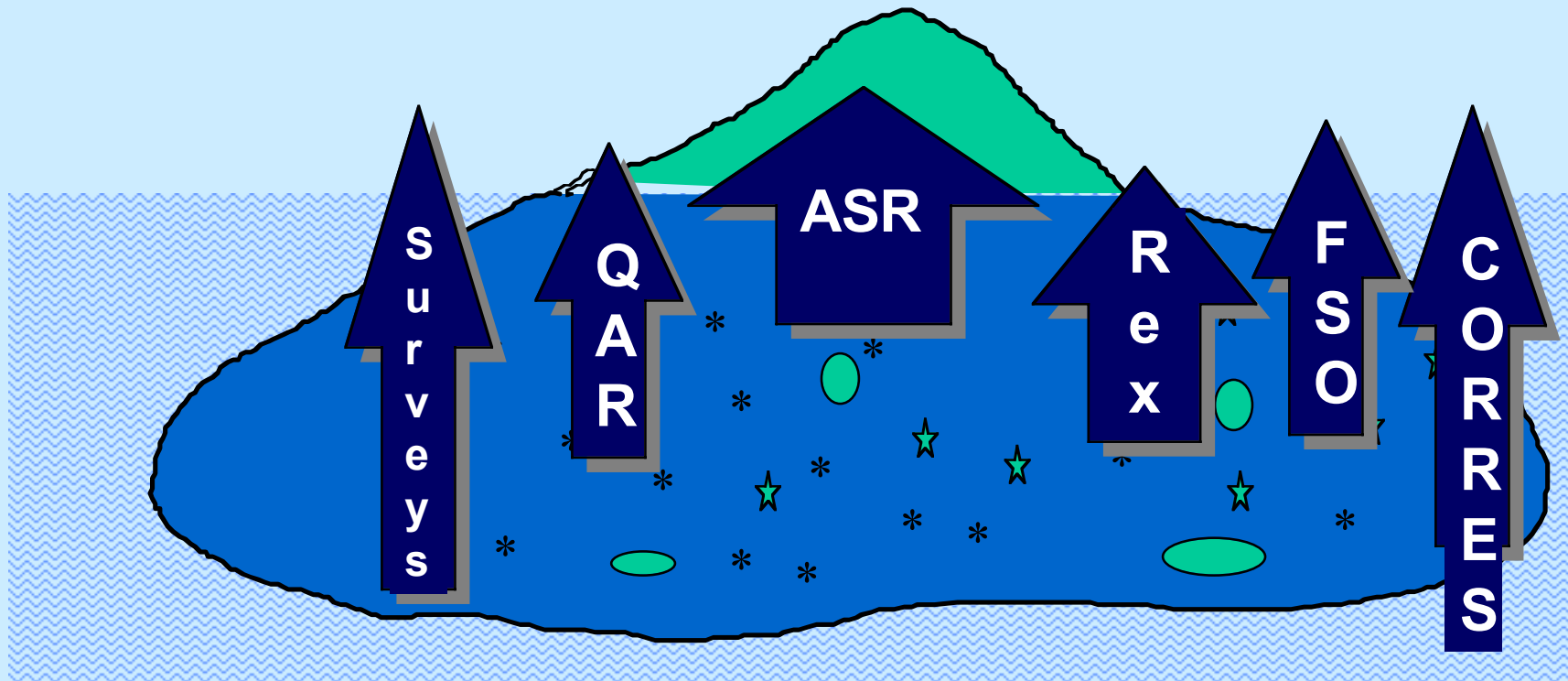


THE “ICEBERG” OF OPERATIONS



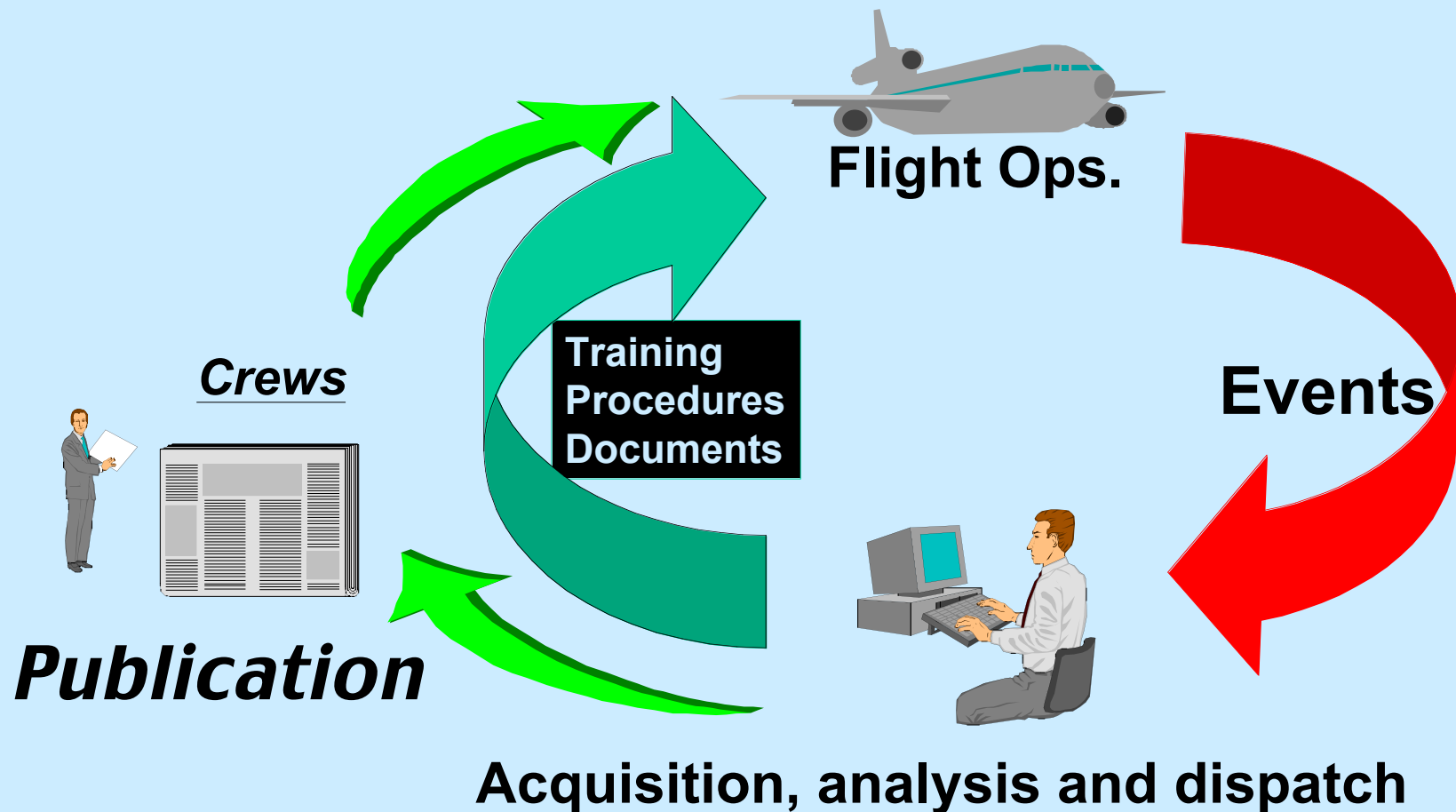


THE FEEDBACK CHANNELS



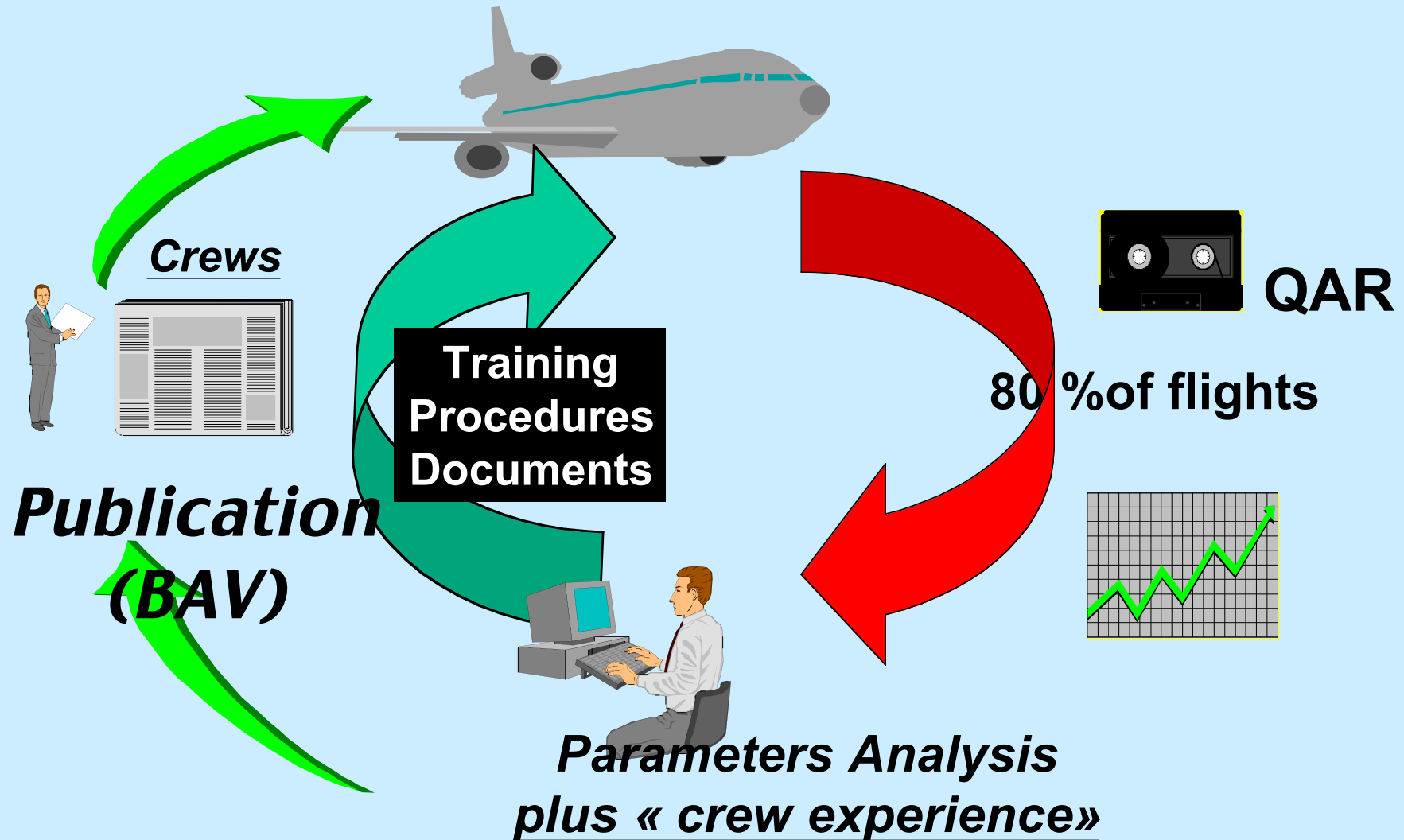


THE CORRECTIVE LOOP





FLIGHT DATA ANALYSIS



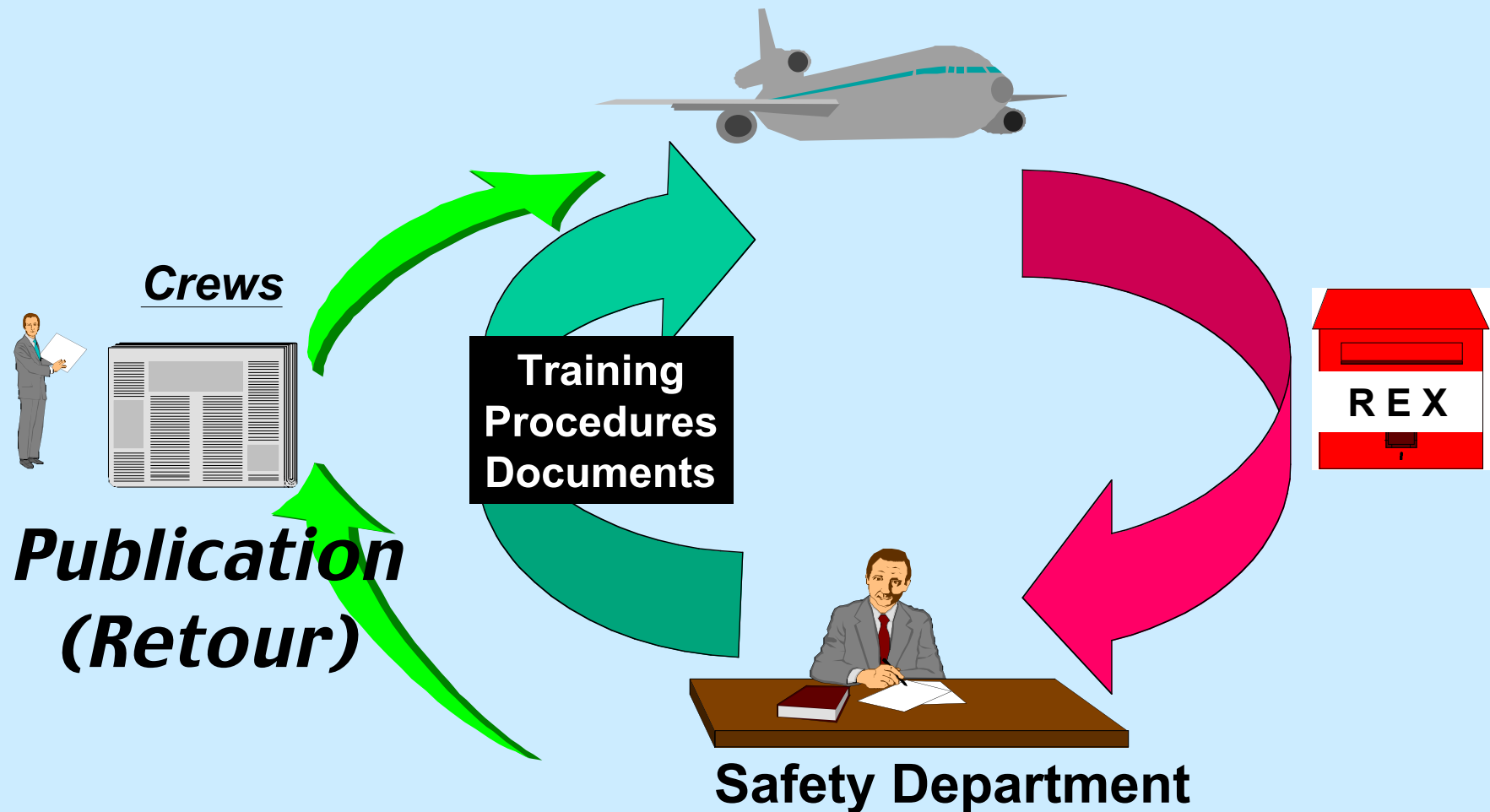


FLIGHT DATA ANALYSIS

- **# 100 per year**
- **The good things**
 - **Objectivity of recorded flight parameters**
 - **Statistics available**
 - **Most valuable analysis with crew cooperation**
- **Limits**
 - **Crew confidence (confidentiality)**
 - **Aircraft equipment**
 - **Do not assess some risk domains**



CONFIDENTIAL REPORTING





CONFIDENTIAL REPORTING

- **# 100 a year**
- **The good things**
 - **Reports non visible aspects of events**
 - **Mainly centred on human factors**
 - **Enhances links between Safety Dept and Crews**
- **Limits**
 - **No statistics**
 - **The reports only represent the crew's point of view**

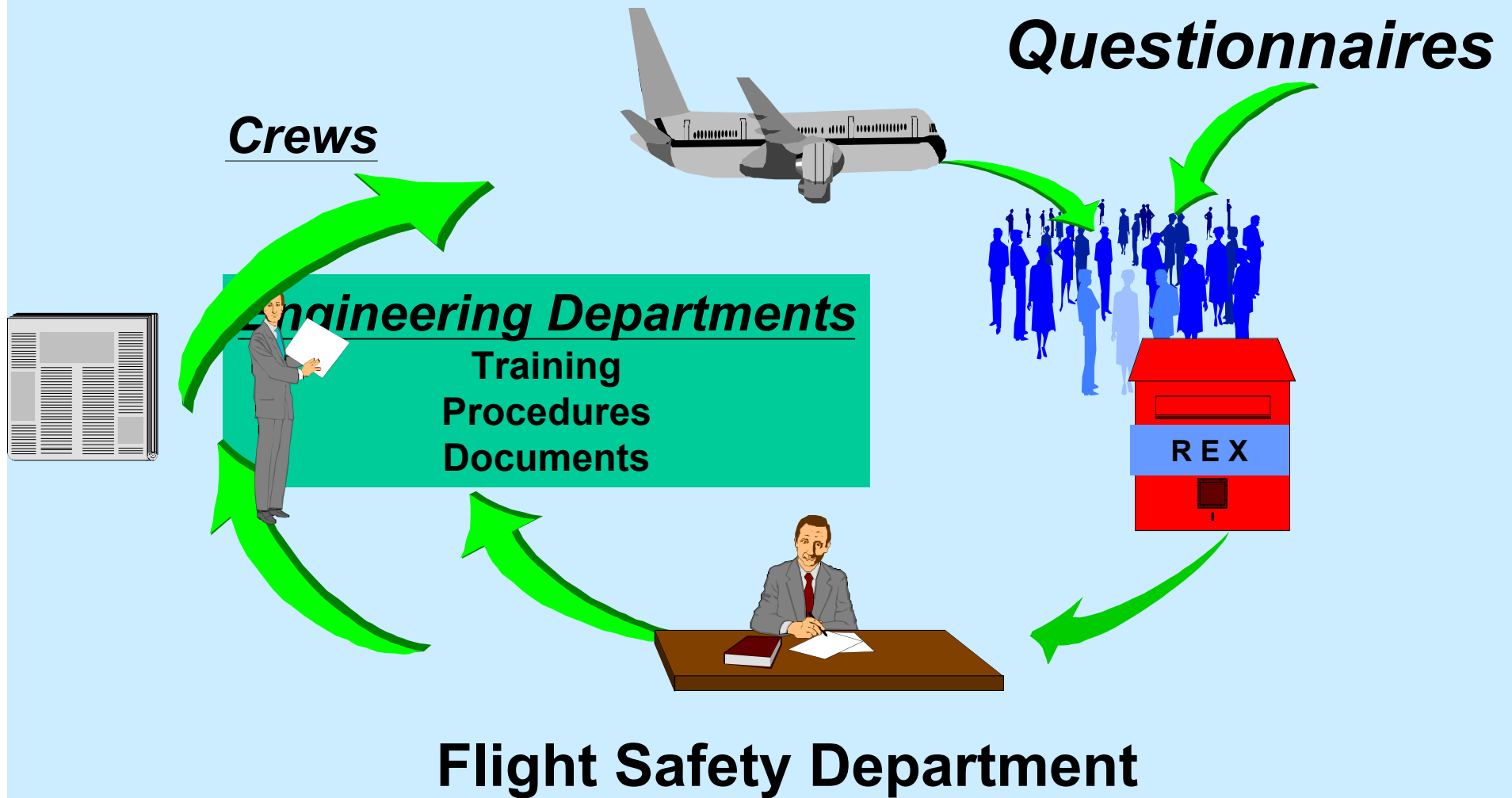


FSO AND CORRES

- **Independent of the line management**
- **Observers in day to day operations**
- **Direct access to crews**
- **They respect total confidentiality**
- **Initiate and follow up any corrective action they find necessary**
- **They work closely with the Flight Safety Department**



SURVEYS





SURVEYS

- **1 or 2 per year**
- **The good things**
 - **A good solution for low visibility events**
 - **Good safety impact**
 - **Effective starting point for corrective action**
- **Limits**
 - **Maximum 2 (?) surveys per year**
 - **Must be very careful about the questions asked**
 - **Poor response (15 % is a good result)**



AIR SAFETY REPORTS





AIR SAFETY REPORTS

- **#400 a month (#4000/year)**
- **The good things**
 - **Wide range of safety aspects reported**
 - **Easy reporting format**
 - **A very powerful networked data base system**
- **Limits**
 - **Poor information about human factors**
 - **Good safety culture is needed**



SAFETY INFORMATION EXCHANGE





SAFETY INFORMATION EXCHANGE

- **National and International Organisations**
 - **ICAO, IATA, FSF**
- **Airlines**
 - **Northwest, Continental, JAL, USAIR, Delta, Cathay Pacific, KLM, Alitalia, Swissair, TWA, British Airways...**
 - **Manufacturers : Airbus, Boeing**
- **Accident Investigation Reports**
 - **NTSB, AAIB, BASI**



SAFETY AND “BOTTOM LINE”



MERCI !